

## REGION OF PEEL'S WATER AND WASTEWATER 10-YEAR PLAN (2019-2028) SUMMARY

# Water and Wastewater

10-Year Plan | 2019–2028



Value,  
Innovation,  
People,  
Environment

Providing Clean Water for Life

**Goal 1: Partner and collaborate with all levels of government, agencies, local vendors, professional associations, educational institutions, and other groups within the organization**

**Objectives:**

- 1.1 Strengthen and formalize existing partnerships with local and adjacent municipalities to solve problems, share knowledge, and improve program and service delivery
- 1.2 Influence policies, legislation, and regulations through collaboration with various stakeholders
- 1.3 Collaborate with organizations and educational institutions to advance industry best practices, innovation and emerging technology

**Goal 2: Strive for excellence through innovation, optimization, reliability, and compliance**

**Objectives:**

- 2.1 Develop and evaluate specific organizational performance metrics through the use of business intelligence tools
- 2.2 Develop and implement programs, processes, and solutions to support operation optimization and reliability
- 2.3 Evaluate industry trends and pursue, where appropriate the use of leading-edge innovation
- 2.4 Deliver compliance service excellence to meet or exceed compliance standards and customer expectations

**Goal 3: Assure long term financial management**

**Objectives:**

- 3.1 Maintain competitive user fees and rates that provide adequate revenue
- 3.2 Develop and implement sound financial planning and management practices
- 3.3 Implement and maintain a fiscally responsible workforce management plan

**Goal 4: Increase Council's focus on strategic direction**

**Objectives:**

- 4.1 Improve Council's understanding and support for key water and wastewater issues in Peel
- 4.2 Promote regular engagement with Councillors to ensure service levels and strategies are aligned at both the ward, local and regional level
- 4.3 Inform Council on progress made on Water and Wastewater's 10-Year Plan's objectives and implementation of initiatives

**Goal 5: Create a culture of safety for our employees, partners and the public**

**Objectives:**

- 5.1 Promote a proactive health and safety culture founded in transparency, accountability and collaboration
- 5.2 Achieve accreditation of an occupational health and safety management system for the Water and Wastewater Division
- 5.3 Partner and collaborate with internal and external stakeholders to advance health and safety advocacy

**Goal 6: Enhance security and emergency response**

**Objectives:**

- 6.1 Enhance security culture through improved training and communication
- 6.2 Complete a vulnerability and risk assessment of our computer systems, services, facilities, data, infrastructure, employees and the public
- 6.3 Strengthen communication and cooperation with other regional partners to improve collaboration and ensure lines of accountability are clear and transparent
- 6.4 Develop programs and solutions to eliminate or minimize the effects of man-made and natural disasters on the continuity of operations

**Goal 7: Attract, develop and retain a high performing workforce**

**Objectives:**

- 7.1 Improve employee and internal customer satisfaction levels
- 7.2 Create an environment that encourages professional growth and continuous improvement, celebrating successes, and learning from failures
- 7.3 Achieve a plan that effectively addresses the future human resource needs of the division

**Goal 8: Enhance customer perception, communication and confidence**

**Objectives:**

- 8.1 Achieve transparent and sustainable levels of service aligned to the financial, environmental and social needs of our customers
- 8.2 Provide prompt, seamless and effective customer response
- 8.3 Understand customer and stakeholder perceptions and expectations
- 8.4 Promote water and wastewater's brand to the community using a comprehensive communication and outreach plan to deliver consistent and responsive client-focused services

**Goal 9: Ensure long term sustainable infrastructure**

**Objectives:**

- 9.1 Develop and implement an Asset Management Framework in alignment with Enterprise Asset Management
- 9.2 Maximize the value of infrastructure by coordinating growth management and state of good repair planning with all stakeholders
- 9.3 Optimize decision making for long-term state of good repair planning
- 9.4 Collaborate with stakeholders to implement best practices for infrastructure design and construction

**Goal 10: Be a steward for our environment**

**Objectives:**

- 10.1 Implement opportunities to make our operations and programs more environmentally sustainable
- 10.2 Continue to pursue opportunities for beneficial reuse of by-products

